



## CHATS PALACE

Chats Palace, together with **Attitude is Everything**, strive to make music, theatre and art events available to all. We are inclusive and accessible and aim to meet all necessary needs and requirements of our deaf and disabled customers.

### CONTACT INFORMATION

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If you have any questions in regard to access requirements or the venue layout please contact our Front of House team on the details below

- E: [foh@chatspalace.com](mailto:foh@chatspalace.com)
- T: 0203 866 7195 Direct Line
- Brad Kitchen, Chats Palace Arts Centre, 42-44 Brooksby's Walk, Homerton, London E9 6DF

Access-related enquiries will be responded to within 3 working days.

If you have any specific access or medical requirements in order to attend an event, we can help. From arranging seating and access for assistance dogs to dealing with susceptibility to strobe-related seizures; please contact us via [foh@chatspalace.com](mailto:foh@chatspalace.com) or telephone 0203 866 7195.

We will make any necessary arrangements to ensure your experience at Chats Palace is as enjoyable and as stress-free as possible.

### VENUE INFORMATION

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There is step-free access into the building and the ground floor of the venue is fully wheelchair accessible, with double doors throughout.

There is level access to:

- The Venue through main doors
- The Theatre
- The Library Bar
- Disabled toilet
- The stage (via ramp)
- Artist dressing room
- Loading Bay (at rear of Venue)

For ticketed events, we offer a Personal Assistant/Companion ticket at no additional cost for every full-price patron ticket purchased by a customer who could not attend without the support of a PA/Companion, subject to availability at time of booking. Prior notice of the request for a Personal Assistant/Companion ticket is essential due to venue capacity.

Most of our music events operate with unreserved standing and other live performance events with unreserved seating. We offer a preferred space for wheelchair users and customers who require a seat. If you would like to use this area, please contact the FOH Team in advance of the event and we will reserve a place for you.

## TRAVEL & ARRIVAL GUIDE

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Chats Palace does not have any on-site parking space.

Pay and display bays are located on roads surrounding the venue including, Blurton Road (0.3 miles), Churchill Walk (0.3 miles), Clifden Road (0.2 miles), Dunlace Road (0.3 miles), Glenarm Road (0.4 miles), Homerton Row (300 yards), Powerscroft Road (0.5 miles) (180 yards) and Wardle Street. Please ensure you read the pay and display conditions and signs before parking.

If you have a Blue Badge or [Companion Badge](#), you are allowed free unlimited parking time in all Hackney pay and display and shared use parking bays. If you're a Blue Badge holder, you don't need to display a clock but if you're a Companion Badge holder you should do so in pay and display only bays, and also in all locations outside of your 'home' zone.

More parking information can be found here: [www.hackney.gov.uk/visitor-parking](http://www.hackney.gov.uk/visitor-parking)

There is an access road immediately outside the venue which allows for car / taxi drop off.

### Nearest Public Transport

- Bus stop Homerton Hospital: 90 yards
- Bus stop Glynn Road: 280 yards
- Homerton Overground (from Stratford, Richmond and Clapham Junction): 0.3 miles



## **OPENING TIMES**

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Monday – Friday: 10am – 6pm

Saturday 9am – 1pm

Sunday 10am – 2pm

Opening times may vary depending on our events programme.

If you require early access to the venue prior to advertised door times please get in touch with our Front of House team, who will do their utmost to assist.

Upon arrival to the venue you will find step free access into the foyer area, with box office to your immediate left when events are on. Immediately ahead are a set of double fire doors with full height glass visibility panel which grant access to the bar area, which also house the accessible toilet, no assistance or key is required. Through the bar to the left is a door which leads to the theatre through another set of double fire doors with full height glass visibility panel. From the foyer there is also access to the theatre via a corridor with two sets of double doors. The theatre and bar are accessible step free.

Unfortunately, as a Grade-II listed building, our first floor is currently not fully accessible. Our office/reception is on the first floor - if a member of staff is not available on the ground floor, we are contactable on 0203 866 7195

## **ACCESS TO PERFORMANCE**

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We regret that currently we do not offer an auditory enhancement or assistance such as British Sign Language as standard. Some theatre performance may be BSL interpreted on specific dates. Please refer to our website or call FOH team for more details.

## **TOILETS**

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We have an accessible toilet on the ground floor in the bar area. The toilet is located through the immediate single door on the right of the bar.

## **CUSTOMERS WITH MEDICAL REQUIREMENTS**

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Customers may bring essential food, drink or medication for their consumption during an event. Please inform FOH staff or Security staff of this when you arrive and they will assist you if necessary.

In an emergency, please ask any member of staff who will be happy to assist you. All Chats Palace staff wear navy uniforms with the venue name and logo clearly visible on front and back.

## **ASSISTANCE DOGS**

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We welcome assistance dogs, but we ask that you inform us in advance.

## **STROBE LIGHTING**

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Some performances may use strobe lighting or hazer (smoke machine). Any performances where strobe lighting or haze will be in use will be clearly advertised with signage at the Venue.

A proportion of people with photo-sensitive epilepsy may be affected by strobe lighting, and the effect may also produce undesirable sensations amongst the general population. Certain people with epilepsy and photosensitivity may suffer a seizure if exposed to flashing or strobe lighting.

If you are concerned that this may be an issue for you, let us know in advance, or talk to a member of staff on arrival.

## **FEEDBACK**

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Feedback on access issues is welcomed: please contact us on 0203 866 7195 or email [foh@chatspalace.com](mailto:foh@chatspalace.com)